



GSM communicator *G10F*

(v.1.62)

Setup Manual

Purpose of the document

This document introduces the features of GSM communicator *G10F*, describes its operation, parameter setting procedure and usage peculiarities.

Contents

1. GSM communicator <i>G10F</i>	3
1.1. Operation description	3
1.2. Technical parameters	3
1.3. Equipment	3
1.4. Overall view of communicator <i>G10F</i>	4
1.5. Purpose of contacts	4
1.6. Light indication	4
2. Communicator setup	5
2.1. Setup procedures	5
2.2. Connection diagrams	6
3. Setting operation parameters	6
4. Upgrading communicator firmware	11
5. Setting operation parameters remotely	12
5.1. Remote communicator programming	12
5.2. Actions after sending an SMS message	12
6. Remote communicator firmware version upgrade	13
7. Annex 1. Communicator messages	14
8. Safety requirements	15
9. Warranty and limitation of liability	15

1. GSM communicator *G10F*

GSM communicator *G10F* is used to send fire alarm signals from the protected object to the monitoring station using GSM communication channels.

Main features:

- messages are transmitted to the monitoring station via GPRS, DTMF or using SMS messages;
- messages are sent via the main communication channel or, if communication fails – via the backup channel;
- information may be sent using SMS messages if GPRS connection fails;
- sent messages match protocol *Contact ID* codes;
- ability to send SMS messages to the mobile phones of up to 4 users;
- operation parameters and firmware version may be upgraded remotely;
- operation parameters are set using *G10config*.

1.1. Operation description

Communicator *G10F* is connected to relay outputs programmed in the fire alarm control panel. Communicator supports a continuous monitoring of their statuses and once they change, forms and sends messages. Messages are sent to the monitoring station and/or to the user mobile phones. .

Communicator sends messages about the events/restores in input IN1 ... IN3 external circuits to the contacts indicated during the programming. Input IN4 is used to indicate communication problems by connecting it to the fire alarm control panel INIM Smart Line (or identical). Input IN4 power supply is discontinued if connection between the communicator and the receiver is lost for longer than 300 seconds.

Communicator sends connection testing signals *TEST* periodically and may perform a continuous control of communication with the receiver using *PING* signals. Communicator may send messages via backup channels if the main communication channel fails. If two GPRS communication channels are set and communication with the receiver is lost, information to the monitoring station may be sent using SMS messages.

Messages may also be sent to the mobile phones of 4 users. Every fire alarm control panel message is attributed with a comprehensible SMS message text. SMS messages may be divided among different users according to the type of the sent message.

Status of the communicator output *OUT2* changes in case of an operation problem. Statuses of outputs *OUT1*, *OUT3* change if a message fails to be sent for longer than 300 seconds.

Communicator controls the power supply voltage and upon larger than allowed changes, sends adequate messages and signals using the light indicators.

Messages in the monitoring station are received using the receiver with installed software *IPcom* (computer with installed *IPcom_Win*, IP receiver *RL10*, server with installed *IPcom_Linux*).

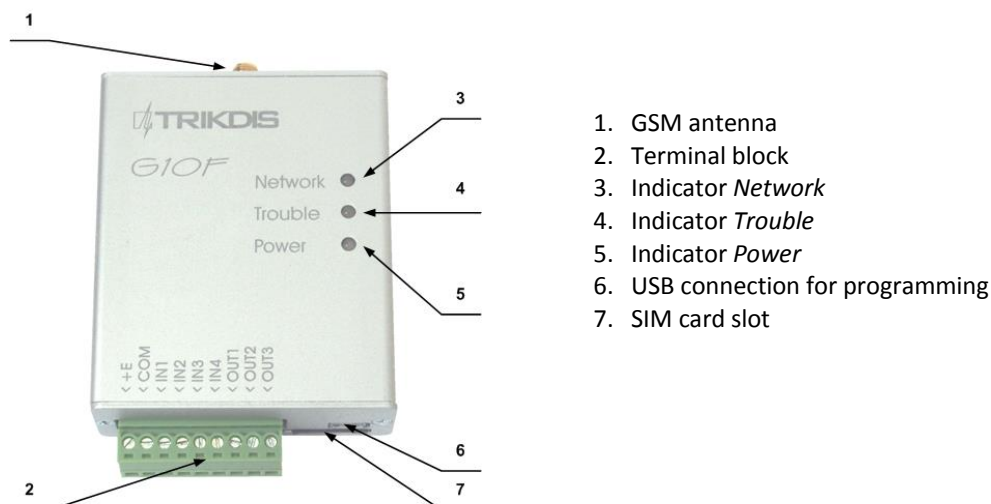
1.2. Technical parameters

Power supply	DC 20 V ... 36 VDC or AC 14 V ... 25 VAC
Used current	60 ... 100 mA (on standby), up to 500 mA (while sending data)
GSM modem frequencies	850 / 900 / 1800 / 1900 MHz
Memory	up to 60 messages
Input	3, input type EOL=10 kΩ
Input for fire alarm control panel indication management	1, INIM Smart Line (or identical) to manage communication status indicators
Output	3, OC type, commutate DC up to 50 V and current up to 100 mA
Parameters setting	using a USB port remote connection via <i>IPcom</i>
Workplace	temperature from -10°C to +50°C, relative humidity up to 80 % when +20°C
Measures	65 x 79 x 25 mm

1.3. Equipment

Communicator <i>G10F</i>	1 pc.
Adhesive mounting tape (10 cm)	1 pc.
Resistor 10 kΩ	3 pc.

1.4. Overall view of communicator G10F



1.5. Purpose of contacts

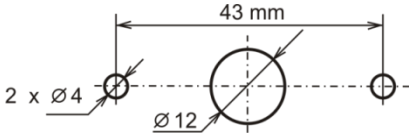
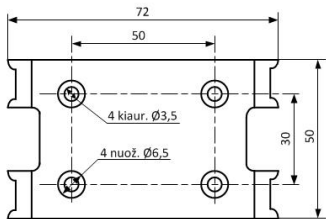
Contact	Purpose
+E	+24 V power supply terminal
COM	General terminal
IN1	1st input terminal (type EOL=10 kΩ)
IN2	2nd input terminal (type EOL=10 kΩ)
IN3	3rd input terminal (type EOL=10 kΩ)
IN4	4th input terminal to connect to +Dialer terminal in the fire alarm control panel
OUT1	1st output terminal (OC type), no connection
OUT2	2nd output terminal (OC type), communicator operation problems
OUT3	3rd output terminal (OC type), no connection (operation opposite to OUT1)

1.6. Light indication

Light indication	Status	Description
Network denotes the connection status with the GSM network	Green light	Communicator is connected to a GSM network
	Yellow light	A message is being sent
	Green flashing	Connecting to a GSM network
	Yellow flashing	The amount of yellow flashes denotes GSM connection strength
Trouble denotes communicator operation problems	OFF	No operation problems
	1 red flash	Low power supply voltage (below 23 V)
	2 red flashes	SIM card problem (no or wrong SIM card)
	3 red flashes	SIM card PIN code problem (incorrect PIN code)
	4 red flashes	Programming problem
	5 red flashes	Registration to GSM network problem
	6 red flashes	Registration to GPRS network problem
	7 red flashes	No communication with the receiver for more than 300 seconds
Power denotes power supply status, microprocessor operation and programming mode.	8 red flashes	At least one of the input circuits is broken
	Green flashing	Power supply and microprocessor are in operation
	Yellow flashing	Insufficient power supply voltage (below 19 V), microprocessor is in operation
	Green and yellow flashing in turns	Programming mode

2. Communicator setup

2.1. Setup procedures

Action	Notes
1. Set communicator operation parameters.	Use information laid out in section Setting operation parameters. For example, to receive all the messages via one channel, e.g. via GPRS, it is enough to: – see <i>G10config Main</i> window. Enter communicator (object) identification number into the field Object ID and <i>PING</i> signal and <i>Test</i> message sending periods into fields GPRS PING time and Test time; – see <i>G10config GPRS reporting</i> window. Select the GPRS transmission channel in the list Primary reporting, enter static IP address of the monitoring station and the port number in the fields Server IP1 address or Domain and Port, enter the access point name (APN) of the GPRS network in which the SIM card that is inserted into the communicator operates in the field APN and a six-digit encryption password that must match the IP receiver message decryption password in the field Encryption key. Note: Do not delete DNS factory values.
2. Insert an active SIM card.	Refer to your mobile network operator with regard to the SIM card. It is not recommended to use pre-paid SIM cards.
3. Attach the communicator into the control panel casing using M3x6 screws, adhesive mounting tape or plastic holder PH.	Position and measures of the holes to be drilled in the casing for mounting the communicator and the antenna:  Positions and measures of the holder PH and holes for mounting: 
4. Screw the GSM antenna.	
5. Connect communicator to the fire alarm control panel according to the diagram.	See section Connection diagrams .
6. Turn on the power supply.	
7. Evaluate whether the strength of the GSM connection is sufficient by looking at the light indicators.	Sufficient level is level 5 (5 yellow flashes by light indicator Network). Use a different type antenna if the GSM connection level is insufficient.
8. Check whether communicator is sending messages according to the parameters set during the configuration.	A message must be sent and received at the set IP address. Check whether all SMS messages are received if messages are sent to the mobile phone.

2.2. Connection diagrams

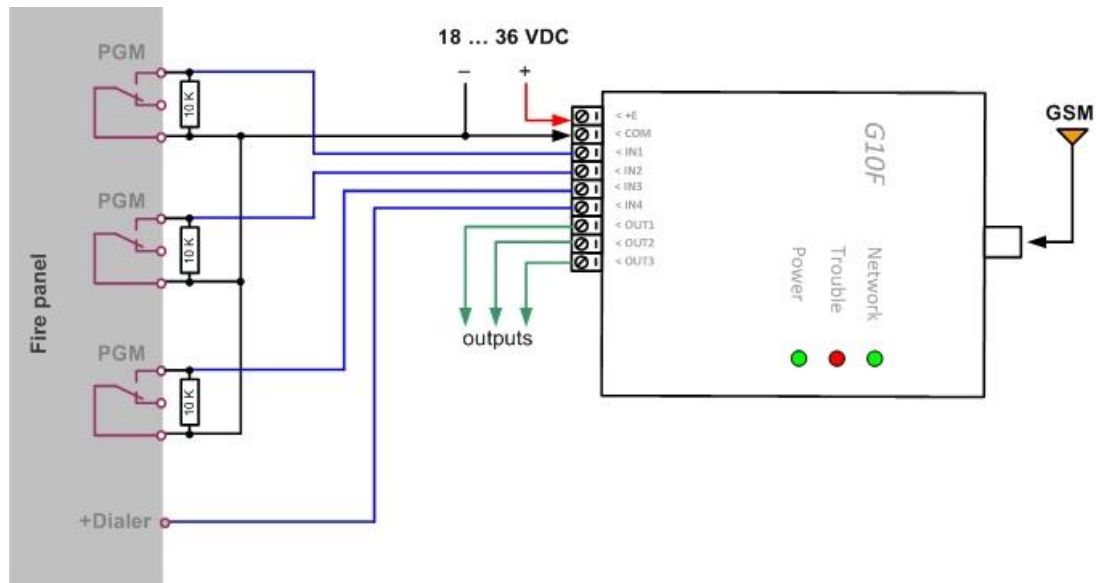
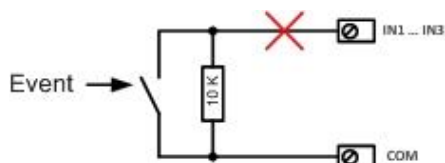


Diagram for connecting communicator G10F to the fire alarm control panel

Note:

Input IN4 can only be connected to the fire alarm control panel terminal +Dialer. Input IN4 power supply voltage will be disconnected if communication between the monitoring station and the message receiver does not work for more than 300 seconds. For this reason, control panel (e.g. Smart Line or identical) will indicate a problem – connection with the monitoring station is lost.



Input type EOL, voltage at the end of the line (EOL = 10kΩ)

An event is formed once external circuit status changes:

- short-circuit in the external input circuit – **Event**;
- voltage is restored to 10 kΩ after short-circuit – **Event restore**;
- external input circuit is broken – **Sensor Tamper**;
- voltage is restored to 10 kΩ after being broken – **Sensor Tamper Restore**.

3. Setting operation parameters

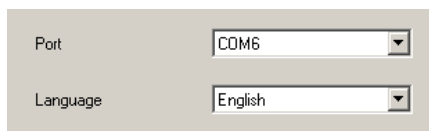
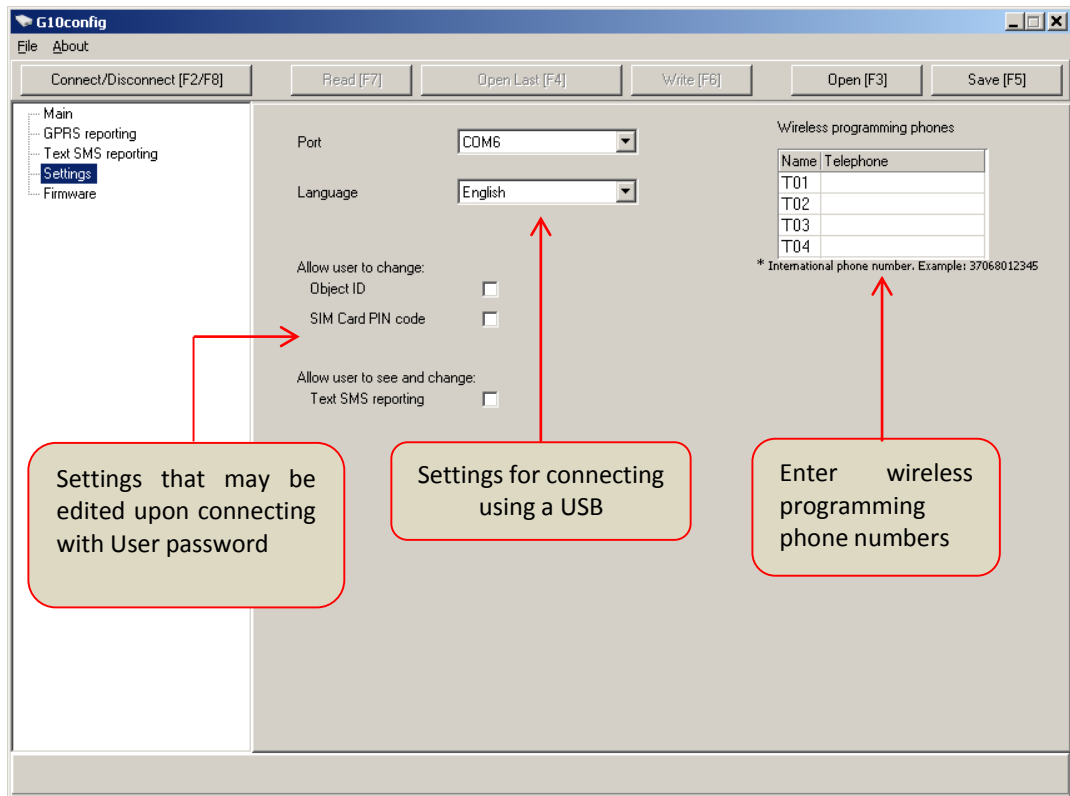
Operation parameters of communicator G10F are set using software G10config. Software may be found on www.trikdis.lt.

1. Connect the communicator G10F to a computer using a USB cable.

Note:

A USB driver must be installed on the computer. A USB driver installation window **Found New Hardware Wizard** should appear on OS MS Windows during the first cable connection between the communicator and the computer. Download OS MS Windows USB driver installation file USB_COM.inf from the website www.trikdis.lt. Select **Yes, this time only** when prompted and click **Next**. A new window **Please choose your search and installation options** will open. Click **Browse** and select the location where USB_COM.inf is saved. To finish the USB driver installation follow remaining installation wizard commands.

2. Run G10config.
3. Select **Connect** in the menu.

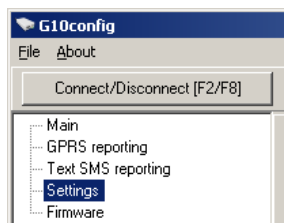


Select the USB port to which the communicator is connected in the list **Port**.

Note: the particular USB port to which the communicator is connected appears only when the two are connected.

Select the desired working language in the list **Language**.

4. Click **Connect [F2/F8]**.

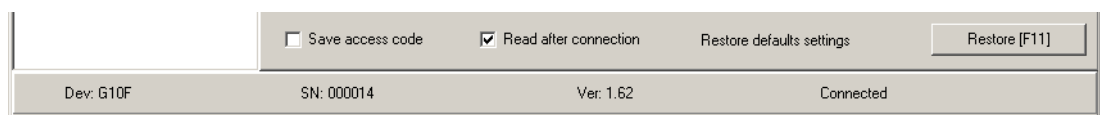


Indicator **Power** should flash green and yellow in turns when communicator **G10F** is connected to a computer. Connection status **Connected** should be displayed in the **G10config** status bar alongside the information about the connected communicator:

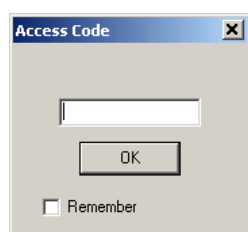
Dev: G10F Communicator type

SN: 000002 Communicator serial number

Ver: 1.62 Communicator firmware version



5. Click **Read [F7]**.



Enter the access code (default – 1234) when prompted and click **OK**.

Click **Remember** if you want the software to remember your access code. The prompt window will not appear next time.

Tick **Save access code** for software to remember the password and not require for it next time.

Tick **Read after connection** for the software to read the data automatically once connected.

Click **Restore [F11]** to restore to factory settings. When prompted, click **Yes**.

Select **Main** in the menu and set desired parameters:

- Object ID** Field to enter the four-digit identification number;
- Hex** Tick if hexadecimal numbers will be used while entering the object ID;
- SIM card PIN code** Field for SIM card PIN code. Leave the field empty if PIN code request is disabled;
- User code** Field to enter the user code. Only those operation parameters that are allowed to be edited by the administrator can be edited when logging in with the user code;
- Admin code** Field to enter the admin code. All operation parameters can be edited when logging in with the admin code. Also, possibilities for editing the operation parameters for those logging in with the user code may be limited;
- Panel type** Select the desired input operation mode from the list.
- GPRS PING time** Communicator will send GPRS to receiver communication test signals *PING* in a specified time period;
- CSD PING time** Communicator will send CSD to receiver communication test signals *PING* in a time period;
- SMS PING time** Communicator will send SMS to receiver communication test signals *PING* in a time period;
- Test time** Communicator will send communication testing messages *TEST* to the monitoring station in a specified time period;
- Return to primary after** Used if both communication channels to the monitoring station are selected – main and backup. Enter the time interval value after which communicator will try to restore the communication via the main channel (when using the backup communication channel).
- Backup reporting after ... attempts** Used if both communication channels to the monitoring station are selected – main and backup. Enter the number of times communicator will try to send a message via the main communication channel and upon failure will send messages using the backup communication channel.

Enter parameters for communication with the monitoring station in **GPRS reporting**:

Dev: G10F SN: 000014 Ver: 1.62 Connected

Primary reporting

Select the main communication channel via which communicator will send messages to the monitoring station:

Set **GPRS** and enter the IP address and the port number of the monitoring station in the fields **Server IP1 address or Domain** and **Port**.

Set **DATA** and enter the PSTN receiver phone number in the field **Tel.1** in order to send Contact ID messages in DTMF tones. Phone number is entered with the international country code, but without the + sign.

Set **SMS** and enter the SMS receiver phone number to which SMS messages containing Contact ID event codes will be sent in the field **Tel.1**. Phone number is entered with the international country code, but without the + sign;

Backup reporting

Select the backup communication channel via which communicator will send messages if communication via the main one is lost:

Set **GPRS** and enter the second IP address and the port number of the monitoring station in the fields **Server IP1 address or Domain** and **Port**.

Set **DATA** and enter the PSTN receiver phone number in the field **Tel. 2** in order to send Contact ID messages in DTMF tones. Phone number is entered with the international country code, but without the + sign.

Set **SMS** and enter the SMS receiver phone number to which SMS messages containing Contact ID event codes will be sent in the field **Tel.2**. Phone number is entered with the international country code, but without the + sign;

Tel. 2

Enter the phone number of the monitoring station SMS receiver to which SMS messages will be sent if communication via main and backup channels is lost. This option is only allowed when main and backup communication channels are set to **GPRS**. Phone number is entered with the international country code, but without the + sign;

Protocol

Select the message encryption protocol from the list;

Encryption key

Field to enter the six-digit encryption password. Password must match the decryption password entered in the receiver software *IPcom*;

IP addresses, port and phone number, encryption protocol and key, other parameters may only be submitted by the station manager

APN

GSM network operator access point name;

User

Login for connection to the GSM network;

Password

Password for connection to the GSM network;

DNS1, DNS2

Server names of the domains;

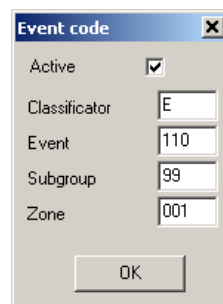
APN, user name, password and DNS values must be submitted by the GSM connection operator the SIM card was purchased from.

Module events

Communicator events after which messages are sent are displayed in the table below.

Events	"E" event description	"R" event description
TIME	Internal clock of the communicator set	Internal clock of the communicator not set
TEST	Periodic communicator <i>TEST</i> message	
POWER	Power supply lower than 19 V	Power supply restored to 25 V
IN1_EVENT	Short-circuit in input <i>IN1</i> circuit	Input <i>IN1</i> circuit after the short-circuit restored
IN2_EVENT	Short-circuit in input <i>IN2</i> circuit	Input <i>IN2</i> circuit after the short-circuit restored
IN3_EVENT	Short-circuit in input <i>IN3</i> circuit	Input <i>IN3</i> circuit after the short-circuit restored
IN4_EVENT	Short-circuit in input <i>IN4</i> circuit	Input <i>IN4</i> circuit after the short-circuit restored
IN1_TAMPER	Input <i>IN1</i> circuit broken	Input <i>IN1</i> circuit restored after being broke
IN2_TAMPER	Input <i>IN2</i> circuit broken	Input <i>IN2</i> circuit restored after being broke
IN3_TAMPER	Input <i>IN3</i> circuit broken	Input <i>IN3</i> circuit restored after being broke

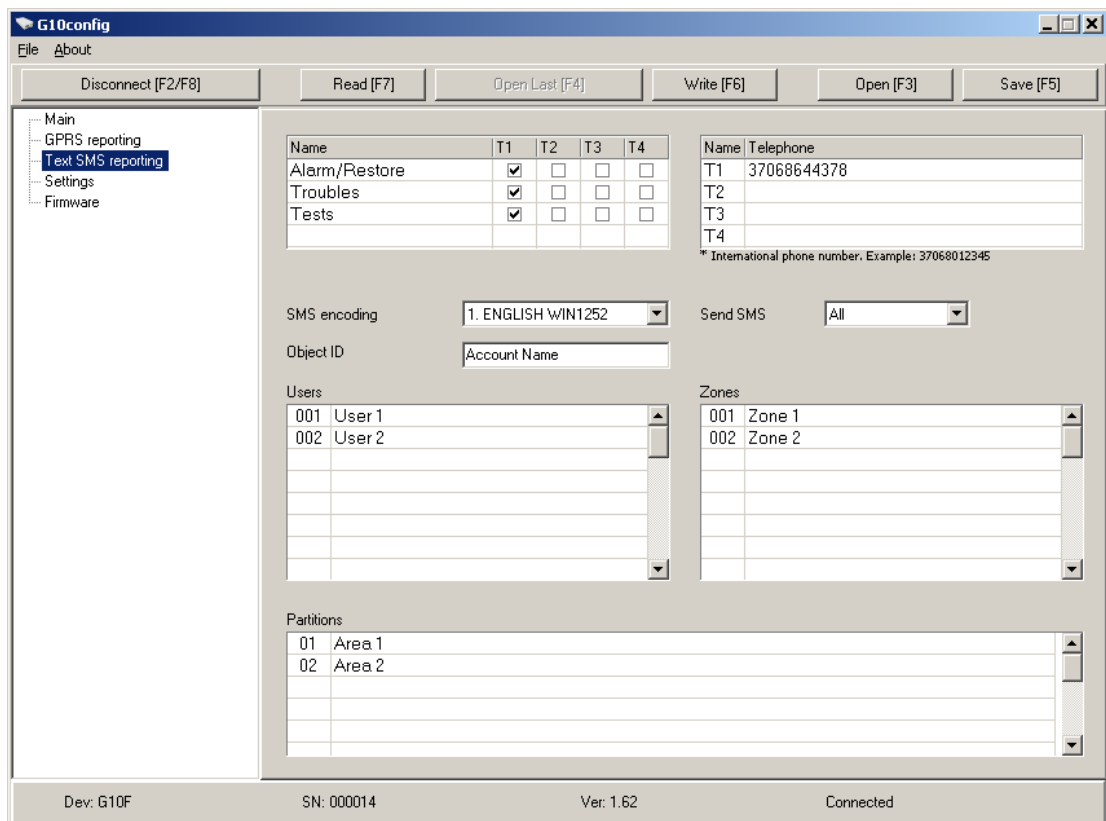
Left-click twice on **Contact ID event code** or **Contact ID restore code** to edit an event code and enter new values in the new window (click **OK** to check if correct).



The 'Event code' dialog box contains the following fields and values:

- Active: ☒
- Classifier: E
- Event: 110
- Subgroup: 99
- Zone: 001
- OK button

Enter parameters necessary for sending SMS messages to the users in the menu **Text SMS reporting**:



The G10config window shows the 'Text SMS reporting' configuration. Key sections include:

- Buttons:** Disconnect [F2/F8], Read [F7], Open Last [F4], Write [F6], Open [F3], Save [F5].
- Left Panel:** Main, GPRS reporting, **Text SMS reporting**, Settings, Firmware.
- Event Configuration Table:**

Name	T1	T2	T3	T4
Alarm/Restore	☒	☐	☐	☐
Troubles	☒	☐	☐	☐
Tests	☒	☐	☐	☐
- Telephone Numbers:**

Name	Telephone
T1	37068644378
T2	
T3	
T4	

* International phone number. Example: 37068012345
- SMS encoding:** 1. ENGLISH WIN1252
- Send SMS:** All
- Object ID:** Account Name
- Users:**

ID	Name
001	User 1
002	User 2
- Zones:**

ID	Name
001	Zone 1
002	Zone 2
- Partitions:**

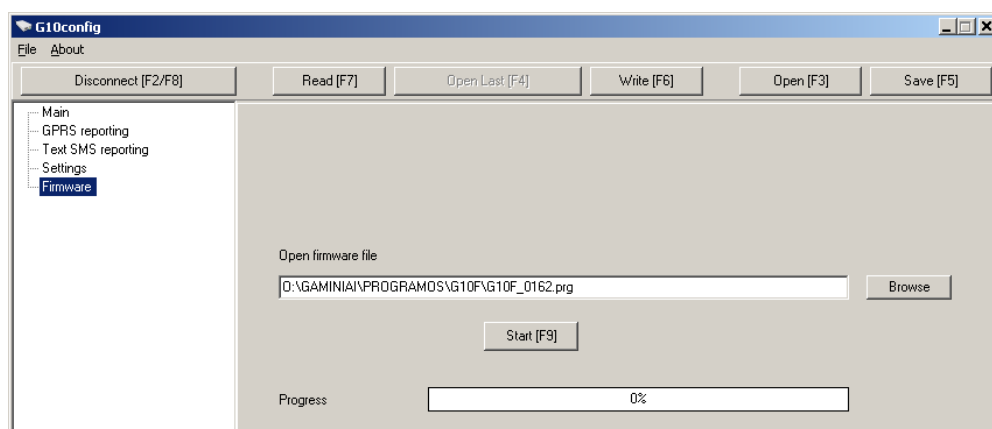
ID	Name
01	Area 1
02	Area 2
- Status Bar:** Dev: G10F, SN: 000014, Ver: 1.62, Connected

Telephone	Enter user phone numbers T1, T2, T3, T4 to which SMS messages will be sent. Phone numbers are entered with the international country code, but without the + sign;
Name	Select which users will be sent messages after some type of an event occurs: Select Alarm/Restore to send SMS messages about zone violations/restorations (event codes E/R1XX, see Annex 1); Select Troubles to send SMS messages about system operation problems (event codes E/R3XX, see Annex 1); Select Tests to send communication test messages <i>Test</i> via SMS messages (event codes E6XX. See Annex 1).
SMS encoding	Select the desired SMS encoding from the list.
Object ID	Enter the object name which will be included into the SMS message text.
Send SMS	Select which messages listed in the table <i>Name</i> will be sent to users via SMS messages: Select All to send messages about all events; Select Only described to send messages about events that are listed in tables <i>Users, Zones, Partitions</i> . These tables should only be used in exceptional cases. Entries in the table Users are linked with the user codes that are used to activate/deactivate the alarm system. Name of the user will be included in the SMS message, if the user activates/deactivates the alarm system; Entries in the table Zones are linked with the protected zone events. Zone name specified in the table will be included in the SMS message, when zone is violated/restored. Entries in the table Partitions are linked with the partitions of the security system into several independently protected areas. Area name indicated in the table will be included in the SMS message;
- Click Save [F6] to move entered values to the communicator <i>G10F</i>. - Click Disconnect [F8] and unplug the USB cable.	
Save [F5]	Click to save the entered values on the computer. A file with an extension <i>.gst</i> will be created and may be use in the future as a template to configure other modules.
Open [F3]	Click to open a saved file with <i>.gst</i> extension.

4. Upgrading communicator firmware

Communicator firmware may be upgraded once the manufacturer updates communicator *G10F* with new operation features:

- Download the newest *G10F_vx.xx.prg* file from www.trikdis.lt.
Note. Firmware update files available only for registered users.
- Connect the communicator *G10F* to the computer, open *G10config* and select **Firmware** in the menu.
- Click **Browse** and select file *G10F_vx.xx.prg* saved on the computer in the field *Open firmware file*.
- Click **Start [F9]**. Click **Disconnect [F8]** once the progress bar fills up. Disconnect the USB cable.



- Plug in the USB cable back again. Firmware upgrade process lasts between 60 to 90 seconds. Wait until indicator **Data** stops flashing green and click **Connect [F2]** and **Read [F7]**. New communicator firmware version will be displayed in the *G10config* status bar.

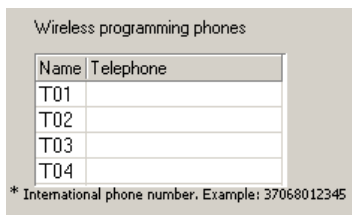
5. Setting operation parameters remotely

Remote setting of communicator G10F operation parameters is possible only when messages are received by the software *IPcom*. Software *IPcom* may be found on www.trikdis.lt.

Note. *IPcom* Software is available only for registered users.

5.1. Remote communicator programming

Send an SMS message to the GSM number of the SIM card inserted into the communicator *G10F* in order to set operation parameters of the communicator remotely. Upon receiving an SMS message, the communicator *G10F* will initiate a continuous GPRS communication session with software *IPcom*.



If the phone number of the authorised person was entered in the field *Wireless programming phones* previously during the setting of operation parameters, the communicator will initiate a GPRS communication session only upon receiving an SMS message from that specific phone number.

SMS message text ("_" refers to a gap between words in an SMS message):

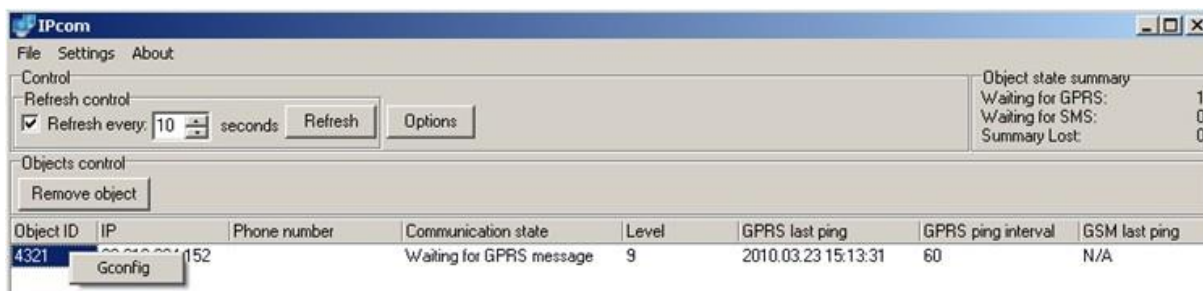
CONNECT_9874_SERVER=100.100.100.100_PORT=1000_APN=supplier_USR=user_PSW=psw_ENCR=enc

where:

CONNECT	start command;
9874	Enter the four-digit access code (default - 1234);
SERVER=100.100.100.100	SERVER= + enter the IP address of the computer with installed software <i>IPcom</i> ;
PORT=1000	PORT= + enter the serial port number of the program <i>IPcom</i> ;
APN=supplier	APN= + enter the access point name (APN) of the GPRS network in which the SIM card inserted into the communicator operates. Enter ..._APN=_... if the network provider does not require an access point name;
USR=user	USR= + enter the login user name of the GPRS network in which the SIM card inserted into the communicator operates. Enter ..._USR=_... if the network provider does not require an access point name;
PSW=psw	PSW= + enter the login password of the GPRS network in which the SIM card inserted into the communicator operates. Enter ..._PSW=_... if the network provider does not require an access point name;
ENCR=enc	ENCR= + enter the six-digit message decryption password (default – 123456).

5.2. Actions after sending an SMS message

1. Open *IPcom* and right-click on the identification number [Object ID] of the communicator whose parameters you wish to modify.



2. Left-click on the *G10config* button appearing next to the identification number.
3. Left-click on **Connect** and **Read** in the *G10config* taskbar. GPRS connection status **Connected** will be displayed in the program status bar if GPRS communication session with module *G10F* is on.
4. Operation parameters of communicator *G10F* are set in the same way as connecting it using the USB cable (see section [Setting operation parameters](#)).

5. Click **Write** once desired parameter values are entered so that they are not moved to communicator *G10F*.
6. Click **Disconnect** to end the GPRS connection session.

6. Remote communicator firmware version upgrade

1. Send a SMS message to the GSM number of the SIM card inserted into communicator *G10F* (For details see section [Setting operation parameters remotely](#)).
2. Open *IPcom* and right-click on the identification number [Object ID] of the communicator whose firmware you wish to upgrade.
3. Left-click on **Connect** and **Read** in the *G10config* taskbar. GPRS connection status **Connected** will be displayed in the program status bar if GPRS communication session with module *G10F* is on.
4. Select program *G10config* catalogue *Firmware*. Click **Browse** and select file *G10F_vx.xx.prg* previously downloaded from website www.trikdis.it and saved on the computer.
5. Click **Start** to begin the upgrade process whose progress will be displayed in the progress bar. Once the progress bar fills up press **Disconnect**. Module will disconnect from receiver and will start firmware upgrade, it may take up to 5 minutes. Then firmware upgrade is finished the module will reconnect to the receiver and will be available for remote configuration. New communicator *G10F* firmware version will be displayed in *G10config* status bar.
6. Read section [Setting operation parameters](#) if you wish to view or edit operation parameters.
7. Click **Disconnect** to end the GPRS connection session.

7. Annex 1. Communicator G10F messages

Note:

Communicator G10F may send messages that are indicated in the operation of communicator G10. Some event codes (for example, activation/deactivation) are not available and must not be used!

Messages sent by communicator G10

Recorded event CID code	Event code sent to CSP	Text in the Contact ID standard SIA DC-05-1999.09 code table	SMS message text sent to a user
E/R 100	E 100	Medical Alarm	MEDICAL PANIC ALARM
	R 100		
E/R 110, 115	E 110	Fire Alarm	FIRE PANIC ALARM
	R 100		
E/E 110	E 110	Fire Alarm	FIRE PANIC ALARM*
	R 110		
E/R 120	E 120	Panic Alarm	PANIC ALARM
	R 120		
E 121	E 121	Duress Alarm	DURESS ALARM
E/R 130 ... 149	E 130	Burglary Alarm	ALARM
	R 130	Burglary Alarm restore	Alarm restore
E/R 144	E 144	Sensor Tamper	ALARM*
	R 144	Sensor Tamper restore	Alarm Restore*
E/R 301	E 301	AC Loss	AC Power failure on control panel
	R 301	AC Loss restore	AC Power failure restored on control panel
E/R 302, 309	E 302	Low System battery	Battery Power failure on control panel*
	R 302	Low system Battery restore	Battery Power restored failure on control panel*
E/R 321	E 321	Bell 1	Bell trouble on control panel
	R 321	Bell 1 restore	Bell trouble restore on control panel
E/R 351	E 351	Telco 1 fault	Phone Line trouble on control panel
	R 351	Telco 1 fault restore	Phone Line trouble restored on control panel
E/R 400, 401, 406, 451	E 401	Open by user	OPEN by
	R 401	Close by user	CLOSE by
E/R 408	E 408	Quick DISARM	Quick DISARM
	R 408	Quick ARM	Quick ARM
E/R 409	E 409	Key switch zone	Key switch zone
	R 409	Key switch restored	Key switch restored
E 602	E 602	Periodic test report	Periodic Test*
E/R 700	E 700	Time set**	
	R700	Time isn't set**	

* SMS message text as sent by communicator G10F.

** Event codes are indicated in ECID codes table.

8. Safety requirements

Be sure to familiarise yourself with this manual before using communicator *G10F*.

Communicator may only be set up and maintained by trained specialists, who possess knowledge about operation of low voltage and signal transmission devices and their safety requirements.

Communicator *G10F* must be set up in limited access areas and in safe distance from sensitive electronic equipment.

Communicator is not resistant to mechanical effects, humidity and aggressive chemical environment.

9. Warranty and limitation of liabilities

- By purchasing the Product, the Buyer agrees that the Product is a security system element informing about the status of the system. Set up Product does not decrease the possibility of the robbery, fire, burglary or any other breach of the premises.
- TRIKDIS is not liable in cases of the robbery, fire and other breaches of the premises of the Buyer and/or the Product user and shall not reimburse the resulting property or non-pecuniary damages.
- By purchasing the product, the Buyer agrees that TRIKDIS sells a Product that satisfies the requirements of the Buyer.
- TRIKDIS does not guarantee that the Product will operate in the indicated way if the Product is not used in accordance to its purpose and not set up in accordance to the User manual.
- TRIKDIS is not liable for the Product operation malfunctions, if they have occurred due to the loss of the GSM/GPRS/Internet connection or due to a failure in the networks of the connection service provider.
- TRIKDIS does not influence and is not liable for the pricing and costs of the GSM/GPRS/Internet connection operator services.
- TRIKDIS is not liable for the interruption of GSM/GPRS/Internet connection services to the Product buyer and/or the Product user and the property and non-pecuniary damages incurred thereof.
- TRIKDIS is not liable for the interruption in the electricity supply to the Product buyer and/or the Product user and the property and non-pecuniary damages incurred thereof.
- TRIKDIS is not liable if the Product Buyer and/or the Product user has not updated their product firmware version on time.
- There may be some technical inaccuracies, grammatical and typographical errors in the product manual. TRIKDIS reserves the right to edit, add and/or change the information in the manual.